

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT(S):

J.L. Hellerstein et al.

SERIAL NO.:

09/896,254

RECEIVED

FILED:

June 29, 2001

DEC 1 4 2001

Technology Center 2100

FOR:

AUTOMATED SERVICE LEVEL MANAGEMENT

IN FINANCIAL TERMS

ASSOCIATE POWER OF ATTORNEY

Please recognize JOSEPH B. RYAN, Reg. No. 37,922; KEVIN M. MASON, Reg. No. 36,597; WILLIAM E. LEWIS, Reg. No. 39,274; ROBERT J. MAURI, Reg. No. 41,180; WAYNE L. ELLENBOGEN, Reg. No. 43,602; JAMES M. LOEFFLER, Reg. No. 37,873; and JAMES F. HARRINGTON, Reg. No. 44,741; each of them of RYAN, MASON & LEWIS, LLP, 90 Forest Avenue, Locust Valley, New York 11560 as associate attorneys in the above-mentioned application, with full power to prosecute said application, to make alterations and amendments therein, and to transact all business in the Patent and Trademark Office connected therewith.

Telephone calls should be made to William E. Lewis by dialing (516) 759-2946.

All written communications are to be sent to Ryan, Mason & Lewis, LLP, 90 Forest Avenue, Locust Valley, New York 11560.

Dated: October 9, 2001

Gail H. Zarick(

Registration No. 43,303 Attorney for Applicant(s)

International Business Machines Corporation T.J. Watson Research Center Route 134 and Kitchawan Road Yorktown Heights, New York 10598